

Acer Projector Gateway

Introduction

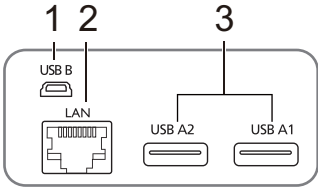
The Acer Projector Gateway (APG) is a smart, integrated system that enhances presentations via your Acer projector. The APG provides versatile source connectivity, the latest eProjection Management tools, support for video playback via the built-in decoder and more.

APG features:

- High-performance wireless projection via a built-in access point featuring a lossless CODEC or an RJ-45 port for wired connections.
- Playback of any audio content through the projector's built-in speakers for added effect.
- Visitors can easily launch Acer eProjection Management automatically by inserting the Acer Plug-and-Show token (using the Windows autorun function) into the source's USB port, or by installing the software via an Internet browser. A driver disc is not required.
- Presents a user-friendly graphic interface for simple setup and operation.
- Allows presenters to connect to the Internet or corporate Intranet to retrieve interactive content during presentations.
- Supports up to four presentations at the same time under split-screen projection mode.
- Supports remote control functions for projector operation.
- Makes wireless or wired connections via 802.11b/g, 802.11b/g/n or an Ethernet 10/100-based network.
- Acer Projector Gateway Web Management enables a web-based control of Acer projector for both Windows and Mac OS.
- Wireless network security (WEP, WPA-PSK, WPA2-PSK).
- MobiShow technology allows wireless projection from a Wi-Fi-enabled smartphone.
- Acer Multiple Projector Control Center is a PC utility which allows one PC to control all projectors that are connected to a LAN.
- Crestron compliance.
- Media playback via a USB port.

Guide to components

This table discusses the hardware features of the APG:



#	Component	Description
1	Mini USB	Project PC screen via mini USB (USB B).
2	LAN port	Connects to an Ethernet 10/100-based network.
3	USB Type A	Connects to USB Z U g, 'Xfj j Y for multimedia playback. Cf V b b Y V g h c U l G 6 K j l :] X c b [` Y f d h j c b U l '.



Note: The APG provides advanced projector functions when you enter supervisor mode. Set a supervisor password and enable full control of system settings with the convenience of remote control.



Note: The antenna is only required for wireless models.



Note: The antenna is not required when a USB Wi-Fi dongle (optional) installed.



Important: Acer recommends setting up the projector name (SSID) and supervisor password when using the projector for the first time.



Note: Projector name (SSID) is only required for wireless models.

System Requirements

- Acer eProjection Management software installed or Acer PnS token ready.



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Note: Acer PnS token is an optional accessory.

- Computer CPU - Intel Pentium III-800 MHz (or greater).
- Computer memory - 256 MB of RAM required, 512 MB or more recommended.
- Hard disk - 10 MB of available hard disk space.
- Display - Super VGA supporting 800 x 600, 16-bit high color or higher-resolution display recommended (PC and display).
- Ethernet adapter (10/100 Mb/s) for an Ethernet connection.
- Video application - Upgrading to Windows Media Player (WMP) v.10 or above is recommended.

OS support

- Windows Microsoft Windows 2000 with Service Pack 4 or later.
- Windows XP Home or Professional 32-bit Service Pack 3 or later.
- Windows Vista 32- and 64-bit Service Pack 2 or later.
- Macintosh OS V10.5 and above.
- Windows 7 32- and 64-bit.

Browser support

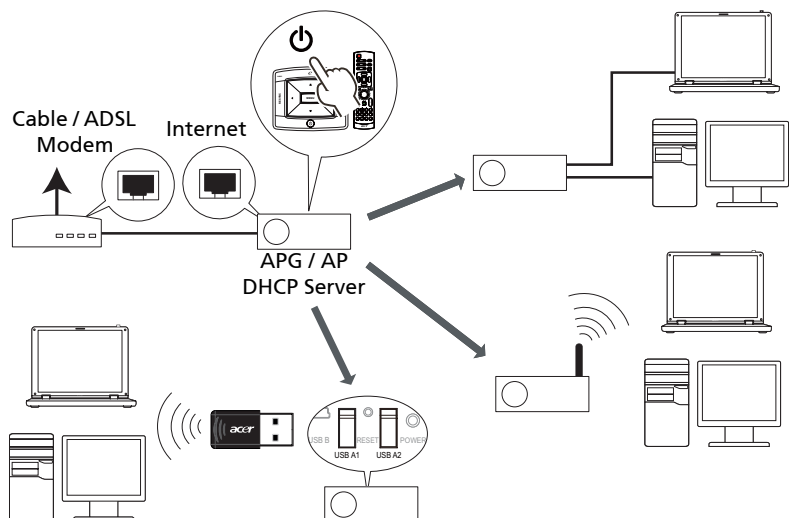
- Microsoft Internet Explorer 6.0 / 7.0 and above.
- Firefox 1.5 / 2.0 and above.
- Safari 4.0 and above.

Connect to the projector

Before you begin projecting, you will need to do the following things:

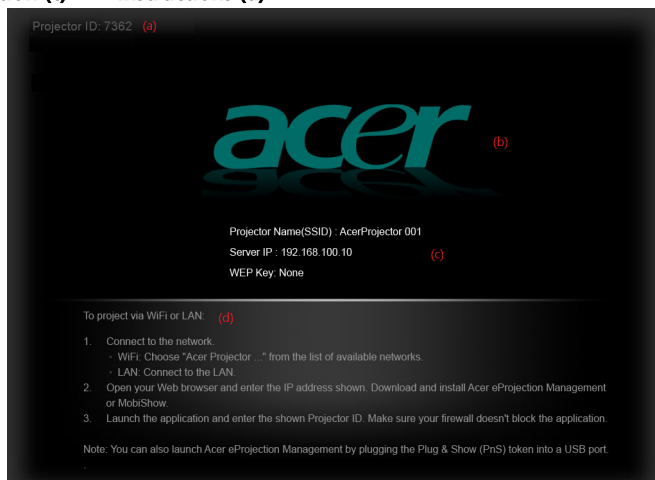
Turn on and connect to the network

Press the **Power button** on the bundled remote control or the device to turn on your Acer projector and enable the WLAN (only for wireless models or models a USB Wi-Fi dongle installed). Connecting the projector to the LAN for a wired connection is also recommended.



Check the information on the splash screen

Take note of the important information on the splash screen. The splash screen displays the following items: **Projector ID (a)**, **Acer logo (b)**, **network information (c)** and **instructions (d)**.



Projector ID (displayed only when available)

This 4-digit number will not be displayed on the top left of the splash screen until this option is enabled by the supervisor in the **Configure** tab under Acer eProjection Management. The four digits are given randomly for projector identification. For more information, please see **General Settings on page 27**.

Projector Name (SSID)

The Projector Name and initial Service Set ID (SSID) can be added by the supervisor on the Configure tab of Acer eProjection Management. For more information, please see **Network Settings on page 28**.

Server IP

The Server IP indicates the IP address your projector uses to connect to a wired or wireless network. It will be 192.168.100.10 for general wireless and wired connections. The Server IP will be assigned by the wired network with DHCP enabled. For more information, please see **Network Settings on page 28**.

Security: (None, WEP, WPA-PSK, WPA2-PSK)

Wired Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure wireless networks. It is part of the IEEE 802.11 wireless networking

standard. WPA-PSK (Wi-Fi Protected Access - pre-shared key) and WPA2-PSK are other individual encryption methods with higher level security. The option is enabled by the supervisor in the **Configure** tab under Acer eProjection Management. For more information, please see **Security Settings on page 29**.



Note: Projector name (SSID) and security are only required for wireless models.



Note: When turning the LAN or Wi-Fi on via the projector OSD, please remember to change the projector source to "LAN/WiFi". Use the keypad or remote control to change the projector source.

Follow the instructions on the splash screen to connect and project

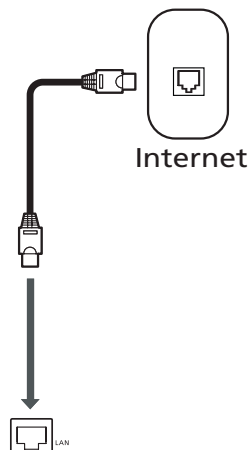
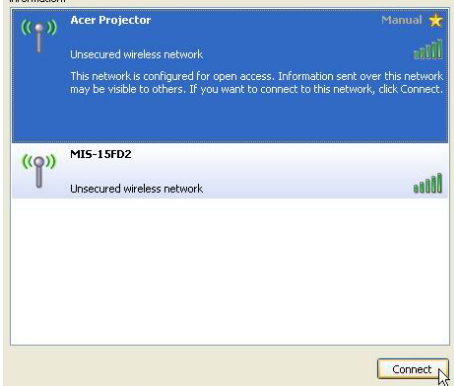
- 1 Make a note of the **Projector ID**, **Projector Name (SSID)**, **Server IP** and **Security** option on the splash screen. A secure key needs to be used when **Security** is enabled.



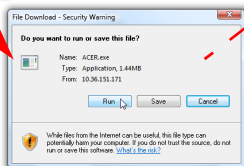
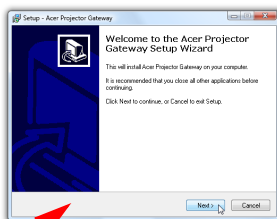
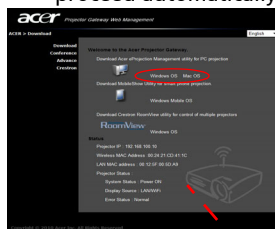
- 2 Enable your WLAN and select the access point labeled **AcerProjector** or **AcerProjectorXXXX** to connect wirelessly. Connect the projector to your LAN for a wired connection.

Choose a wireless network

Click an item in the list below to connect to a wireless network in range or to get more information.



- 3 Open the Internet browser (see note). Click **Download Acer eProjection Management** on the welcome page, and then click **Run** to launch the **Welcome to the Acer Projector Gateway Setup Wizard**. The installation will proceed automatically. Make sure the installation is complete.



Note: If you do not see the welcome page or cannot connect to the wired network, please enter the **Server IP** address (the second

item listed under the Acer logo on the splash screen) into your browser's address bar.



Note: Ensure that you have administrator-level permission on your computer so that you can install the software.



Note: If you receive any security warnings, click **OK** to proceed with the installation procedure.



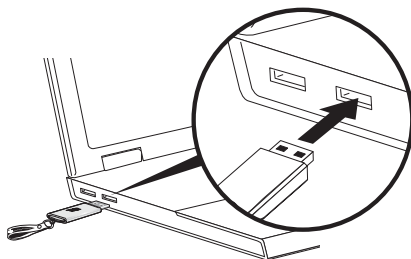
Note: The Acer eProjection Management shortcut will be created in desktop when the installation is complete.



Note: Visitors can also insert the optional Acer PnS token using the Windows autorun function into a USB port of your system.

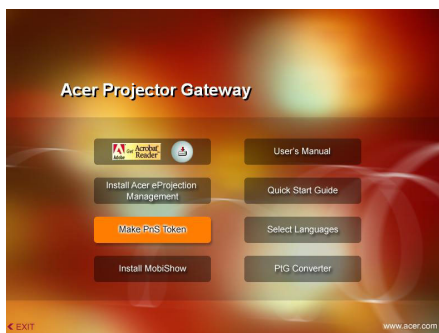


Note: If your PC cannot perform the autorun function of the PnS token, please execute AcerProjectorGatewayW5.exe from the PnS token manually.





Note: You can make a PnS token by yourself by clicking the **Make PnS Token** button from the CD welcome page. The Acer PnS Token is a standard accessory on some projector models.

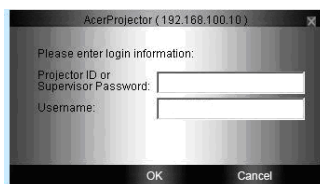


- 4 Acer eProjection Management will execute automatically and search for your Acer projector.

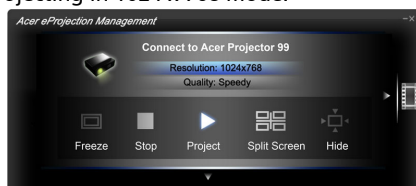


Note: Make sure your personal firewall does not block the Acer eProjection Management application.

- 5 When the search is complete, a login dialog box will open to ask you to enter the User name and Projector ID (if needed) to log in to your Acer Projector.



- 6 The UI will look as it does below when your source successfully connects and begins projecting in 1024 x 768 mode.





Note: For the best projection performance, Acer recommends adjusting your resolution to 1024 x 768.

Acer eProjection Management

Acer eProjection Management helps you connect to, and control Acer projectors with the integrated APG. By allowing the transmission of high-quality audio and video signals, the APG offers added flexibility and convenience, allowing you to use an Acer projector in almost any room or setting.

For first time installation

The utility can be downloaded directly from the projector using a wireless or wired network connection.

The software will be set up on any PC in just a few minutes, without needing any discs.

Security

Acer eProjection Management supports PIN code security, protecting the Acer projector from unauthorized access and use.

Wireless communication between the Acer projector and PC are protected using unique, image-based encryption to prevent eavesdropping or modification of the video signal.

Simple GUI for one-click projection

The easy-to-use GUI enables one-click usability in finding and connecting to the wireless projector, changing display settings, and controlling the projector.

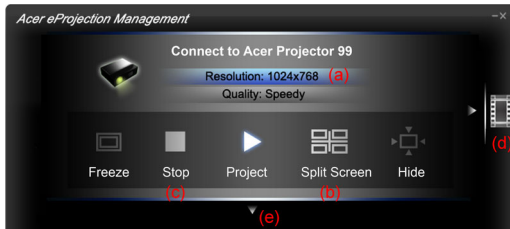
It also supports up to four simultaneous presentations.

Onscreen remote

An onscreen remote utility gives any user the ability to control functions of the projector without the owner worrying about the loss of or damage to the projector's remote handset, or worn-out batteries.

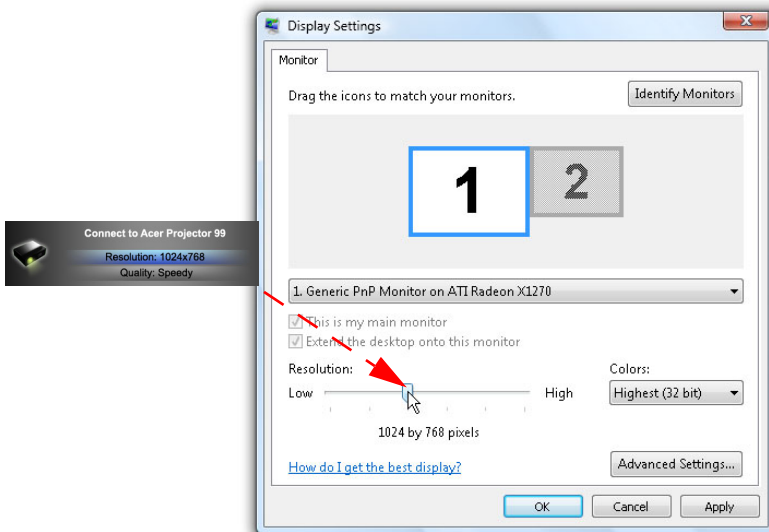
Compact user interface

The compact user interface (UI) provides a solid look and feel.



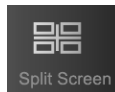
- Allows you to change the projection resolution (a).

To change the projection resolution, click **Resolution** to reveal a list of choices.



- Project using split-screen or full-screen (b).

To project from multiple sources, move the cursor over the split screen icon and click to display the content in the location indicated on the split screen.



- Start or stop projecting (c)
- Switch to video (d).

You can also select video clips to display from the compact window by clicking the arrow on the left of the screen.



Select a video clip, and click the Play icon ► to load, and the Stop icon ◼ to stop the playback.



Note: The video formats supported are MPEG2, MPEG4 and H.264 (optional). Connect via the LAN for better performance if playing video. The full rate will be 30 fps depending on the video format.



Note: Please install audio driver **VAC_Setup.exe** from the CD to display the video clip with audio.



Note: APG does not support projection to extended screen.

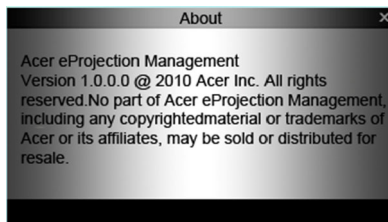
- Change to full UI (e).

Full user interface

You can click the down arrow to reveal the full UI from the compact UI.



The Main tab of the full UI displays Projector ID, Projector IP and User name information (a), and gives you the option to select a different wireless projector (b). Swap to another connected PC via Switch presenter (c). You may also install Acer eProjection Management via a PnS token by clicking **Install** (d) or make another token via Save P&P Program to (e). About (f) displays version information of Acer eProjection Management.



Projecting with MobiShow

MobiShow allows content projection from a Wi-Fi-enabled smartphone or PDA running Windows Mobile 5 and higher. Any type of screen content or a PowerPoint slideshow (requires conversion with the included utility) can be projected.

Installing MobiShow

For devices running Windows Mobile, the installation CD contains a MobiShow installation file.

- 1 Click **Install MobiShow** to download the software installer (in CAB format) to your mobile device. 
- 2 Open your device's file explorer and locate the CAB file.
- 3 Double-click the CAB file to start installation.
- 4 Follow the onscreen instructions to finish installation.



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Note: Please make sure your device has at least 10 MB of available space.

Connect to a wireless projector

Enable Wi-Fi on your mobile device and connect to the wireless projector in the same way as you would from a PC. Please refer to **Connect to the projector on page 4**. Refer to the IP address shown on the projected screen and the SSID displayed onscreen (default SSID is AcerProjectorGateway).



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Note: MobiShow only supports wireless projectors. You may also use a USB Wi-Fi dongle plugged into a USB type A host on the projector.

Other support

Mobishow also supports iPhone, please download the MobiShow installer from App Store.

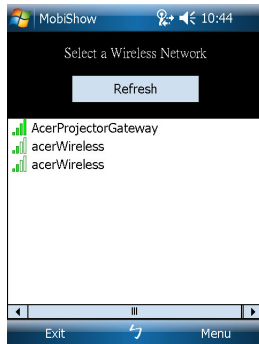


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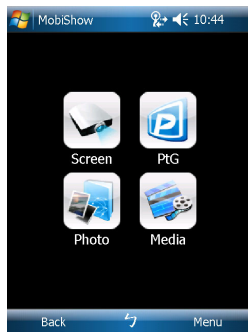
Note: The support of Android smartphone will be available when it's released to Android Market.

Using MobiShow

- 1 Open **Programs** on your device and find the **MobiShow** application.
- 2 Tap the **MobiShow** icon to launch the client software.
- 3 MobiShow will turn on your device's Wi-Fi and display available access points for you to choose.
- 4 The MobiShow client will automatically search for wireless projectors (SSID with prefix AcerProjectorGateway) and connect.
- 5 If more than one projector is found, the following list is displayed for you to select the one to use.



- 6 When a wireless projector is found, it will automatically log in and show the following main menu.









Note: The MobiShow Media function is optional.

Select which feature to use. To project your phone's screen, tap the **Screen** icon. To do a PC-less presentation using Presentation-to-Go (PtG), tap **PtG**. To play a video or MP3 from your device, tap **Media**.

Project the device's screen



MobiShow will project anything displayed on your screen. You may launch another application (such as PowerPoint Viewer) or open any file (such as a Word document or JPG image) and it will be displayed via the projector. Control the projection using the following commands:

Icon	Item	Description
	Stop	Tap to stop projecting.
	Pause	Tap to pause projecting; tap again to resume.
	Zoom	Tap to zoom the projected screen to extend the longest side of your image to fill the screen.
	Play	Tap to restart projecting if it is stopped.
	OK/Back	Tap to return to main menu.
	Photo	To display a photo (in JPG format) from your device, tap Photo .



Note: Screen projection is not supported on the iPhone.

Wireless PtG

Install the PtG converter from the installation CD on your PC; this will enable you to convert PowerPoint files to PtG format.

When you select **PtG**, the MobiShow client will automatically open Explorer for you to select a PtG file. Select the file to open for your presentation. When the file is open, the PtG slides will be projected while you will be shown controls on your device screen. The slides are projected fullscreen with all the effects of the original PowerPoint slides preserved.



Icon	Item	Description
	Prev / Next	Tap to go to the previous or next item on the slide.
	PgUp / PgDn	Tap to go to previous or next slide.
	Stop	Tap to stop projecting the file. The icon will become Play if the file is not being played. Tap Play to restart the presentation.
	Home	Tap to go to the first slide.
	Jump	Tap and MobiShow client will show thumbnails of every slide in the PtG file. You can select any page to go to.
	Open	Tap to select another PtG file.






Note: PtG supports 800 x 600 and 1024 x 768 resolutions.

Photo reviewer

When you select the Photo function, MobiShow will automatically open Explorer for you to select a photo folder. Open a file (JPG format) and controls show on your device's screen.



Icon	Item	Description
	Prev / Next	Tap to go to the previous or next photo.
	Play	Tap to restart projecting.
	Open	Tap to select another file.

Media

When you select the Media function, MobiShow will automatically open Explorer for you to select a media file. Select a file (videos in mpeg2, mpeg4 or H.264 format, or MP3 music files) to play. When the file is open, the media will be projected and controls shown on your device's screen.



Icon	Item	Description
	Rewind / Fast Forward	Tap to seek backward or forward.
	Vol- / Vol+	Tap to adjust playback volume.
	Stop	Tap to stop playing the file. The icon will become Play if the file is not playing. Tap Play to restart playback.
	Mute	Tap to mute the audio. Tap Mute again to restore the volume.
	Open	Tap to select another media file.

When you are in the main menu, tap **OK** or **Back** to close the application.

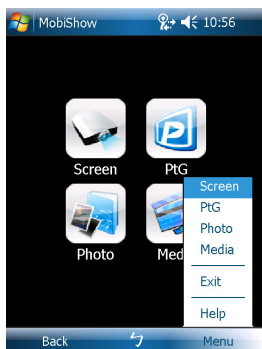


Note: The Media function is optional.

Note: Media projection is not supported on the iPhone.

Help

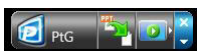
Tap **Menu** to select Help to find MobiShow information.



Using the PtG converter

To use the Presentation-to-Go feature, you need to install the PtG Converter on your PC from the CD. Put the CD into your CD-ROM and follow the onscreen instructions to install the PtG Converter.

Open **Programs > PtG Utility > PtG Converter** from the Start menu. The following control panel is displayed on your desktop.



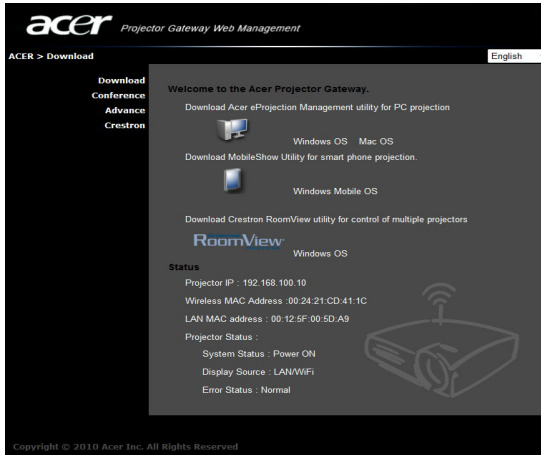
Click **Convert** to select a PowerPoint file and start conversion. PtG Converter will open the PowerPoint file and convert it to PtG format. You can see the conversion process on your desktop.

Click **Preview** to expand or collapse the preview pane. Click **Play** to play back the selected PtG file or click **Open** to select a different PtG file.

Acer Projector Gateway Web Management

Open the Internet browser, you will be redirected to the Acer Projector Gateway Web Management main page. If you aren't redirected, you can enter the Server IP address. Please refer to **Connect to the projector on page 4**.

The default IP address is 192.168.100.10 for general wireless connections.



Download the client software

You can download and install the program for different platforms.

- 1 Acer eProjection Management application for Windows.
- 1 MobiShow for mobile devices running Windows Mobile v5.0.
- 1 Mac Utility Client for Mac OS.
- 1 Crestron RoomView.

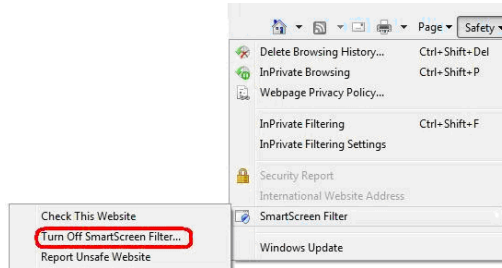
After the program is installed a shortcut will be placed on the desktop.



Note: You also can install from the installation CD.

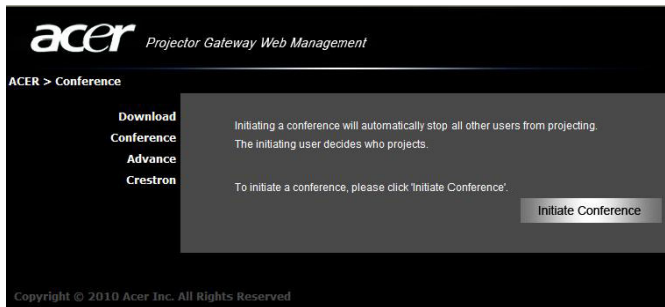


Note: If you are using Internet Explorer 8, please disable the SmartScreen Filter before downloading.




Conference projecting

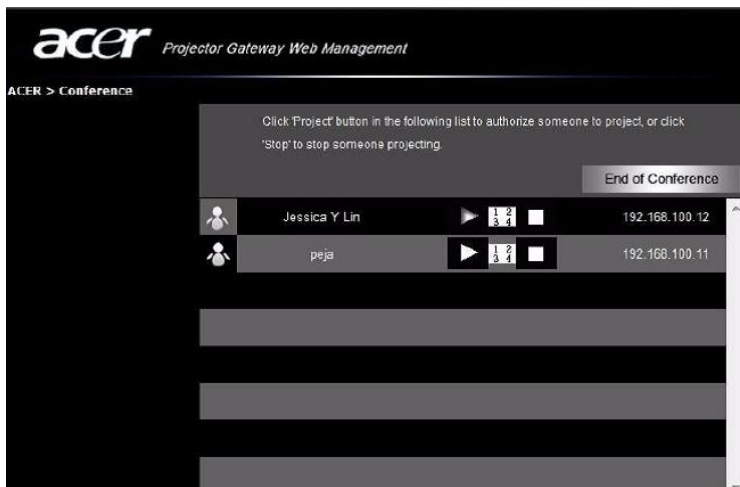
You can initiate conference projecting from the Web Management webpage.



Clicking on **Initiate Conference** gives you control over who is projecting at any time, and prevents the current presenter from being disconnected inadvertently.

Once a conference has been initiated, all the persons connected to the projector are displayed in a list. The active user is indicated by a check mark next to the

user icon  and a triangular icon . Inactive users are indicated by a square icon. To activate a user, click on the **play this user** icon next to the user's name.



Click **End Conference** to end the conference.



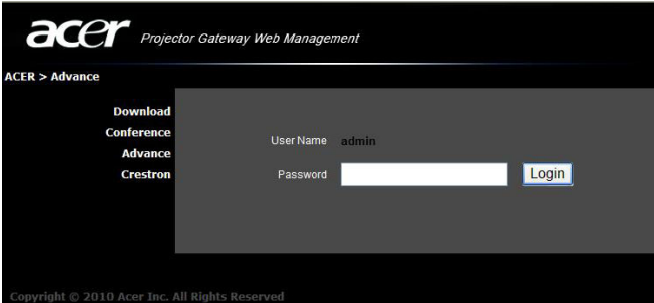
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Note: Please remember to log out if you want to end the conference.



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Note: Up to 32 users in the same conference room may connect.

Advanced settings

The default login for the advanced settings page is *admin* with the password *123456*.



The screenshot shows the Acer Projector Gateway Web Management interface. At the top, the Acer logo is followed by the text "Projector Gateway Web Management". Below this, a breadcrumb trail reads "ACER > Advance". On the left side, there is a vertical menu with four items: "Download", "Conference", "Advance" (which is highlighted), and "Crestron". The main content area is a dark gray box containing a login form. The form has two fields: "User Name" with the value "admin" and "Password" with an empty text input field. To the right of the password field is a blue "Login" button. At the bottom of the page, a copyright notice reads "Copyright © 2010 Acer Inc. All Rights Reserved".

Console

The **Console** page gives you access to a variety of status and control features to adjust the projection settings. From this page, you can view projection status;

adjust brightness, contrast and aspect ratio; change the source; and adjust some advanced settings. You can also turn off the projector directly from this page.

acer *Projector Gateway Web Management*

ACER > Advance > Console

Console
Configure
Alert Setting
Logout

Connection Status

Projecting Status	Projecting
Total Users	1

Projector Control

Power ☒ ON ☐ OFF

ECO mode ☒ ON ☐ OFF

Source Lock ☒ ON ☐ OFF

Freeze On Freeze Off

Hide On Hide Off

Resync Source Reset

Projection Setting

Display Mode

Brightness


Contrast

Aspect Ratio ☒ Auto ☐ 4:3 ☐ 16:9

Projection Mode ☒ Front ☐ Rear

Projection Location ☒ Auto ☐ Ceiling ☐ Desktop

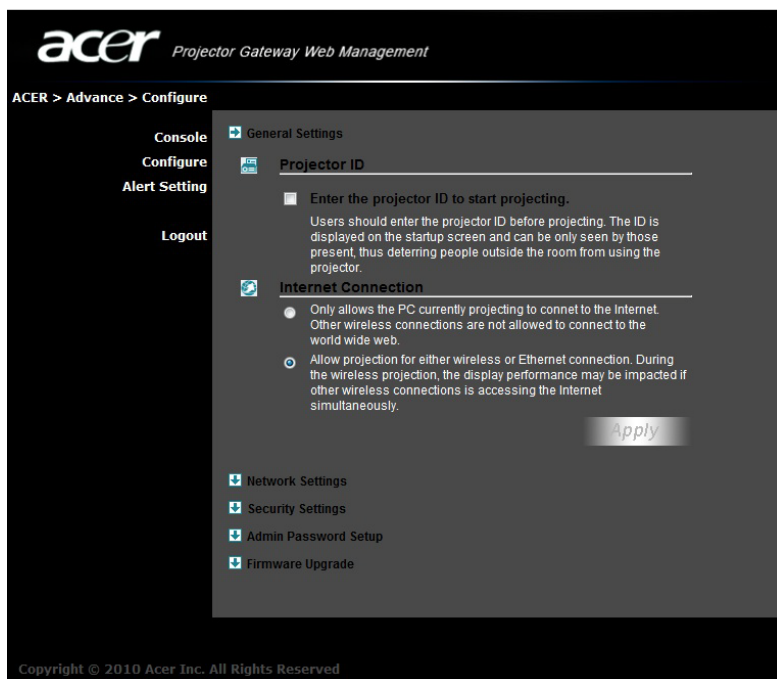
Source

 Advance

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Configure

The **Configure** page allows you to change a variety of settings.



General Settings

You can check **Enter the projector ID to start projecting** to ensure that only people in the room are able to access the projector. You can also select who can connect to the Internet via the projector's WLAN router - either all the meeting attendees, or only the person currently projecting.



Note: The APG needs to reboot to apply changes made in **Configure** mode. Please connect to the projector again if you want to continue to use it.

Network Settings

Click **Network settings** to adjust other network settings.

The screenshot shows the Acer Projector Gateway Web Management interface. The breadcrumb trail is "ACER > Advance > Configure". On the left sidebar, the navigation menu includes "Console", "Configure" (which is highlighted), "Alert Setting", and "Logout". The main content area is titled "Network Settings" and contains the following elements:

- A sub-header "General Settings" with a plus icon.
- A sub-header "Network Settings" with a plus icon.
- A note: "These are the settings for the access point:"
- A text field for "Projector name (SSID):" with the value "AcerProjector" and a text box for customization.
- A dropdown menu for "Wireless Channel:" set to "Auto".
- Two radio buttons: "Obtain an IP address automatically" (selected) and "Use the following IP address:".
- A section for "Device IP" with fields for "IP Address" (192.168.100.10), "Netmask" (255.255.255.0), "Gateway" (192.168.100.10), and "DNS" (192.168.100.10).
- A section for "DHCP Server" with radio buttons for "Auto" (selected) and "OFF".
- Fields for "Start IP" (192.168.100.11) and "End IP" (192.168.100.254).
- A field for "Gateway" (192.168.100.10).
- An "Apply" button.
- A list of other settings: "Security Settings", "Admin Password Setup", and "Firmware Upgrade", each with a plus icon.

At the bottom of the interface, the copyright notice reads: "Copyright © 2010 Acer Inc. All Rights Reserved".



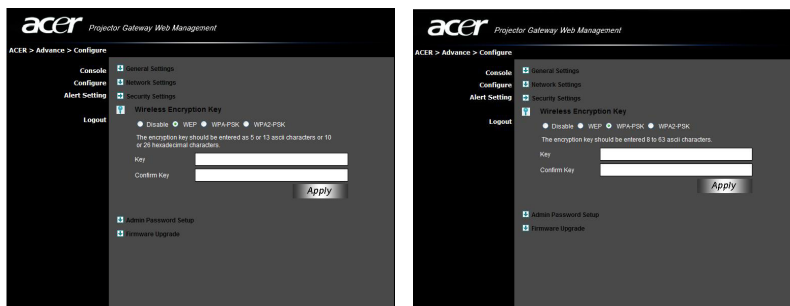
Note: The default Projector Name (SSID) is *AcerProjector*. This leaves 11 characters available for you to customize the name.



Note: Projector name (SSID) is only required for wireless models.

Security Settings

If you are projecting sensitive information, you may want to set up a WEP or WPA-PSK key by clicking **Security Settings**.



The WEP key can support from 64- up to 128-bit encryption for wireless connections. This feature can be set and enabled by the supervisor. You must enter 5 or 13 ASCII characters, or 10 or 26 hexadecimal characters. The WPA-PSK/WPA2-PSK encryption key should be entered as 8 to 63 ASCII characters. This feature can be set and enabled by the supervisor.



Note: ASCII (American Standard Code for Information Interchange) is a code for representing characters as "0-9, a-z, A-Z, !, @, #, \$, %, &, *, -, _, +, =, /, ?" are allowed. Hexadecimal digits consist of the numbers 0-9 and the letters A-F/a-f.



Note: If you are using Windows XP, you need to apply the WPA2-PSK hotfix from Microsoft.



Note: Enabling WPA-PSK/WPA2-PSK increases the computing load, which may affect projection performance.



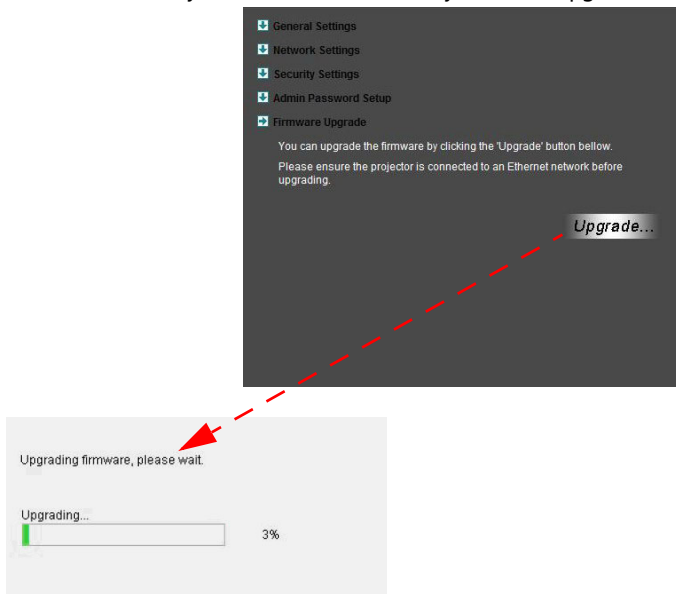
Note: Security is only required for wireless models.

Admin Password Setup

Change the password to log in to the **Advance** page by clicking **Admin Password Setup**. The default supervisor password is *123456*.

Firmware Upgrade

Ensure the projector is connected to the LAN and the Internet, then click on **Firmware upgrade** and click the **Upgrade...** button. The projector will access the Internet to automatically download and install any available upgrades.



Alert Setting

The screenshot shows the 'Alert Setting' page in the Acer Projector Gateway Web Management interface. The page has a dark theme with a sidebar on the left containing links: Console, Configure, Alert Setting (highlighted), and Logout. The main content area is titled 'ACER > Advance > Alert Setting'. It contains three sections: 'Alert Condition' with five checkboxes (Fan Lock, Lamp Fail, Lamp Hours Running Out, Projector Overheated, Color Wheel Fail), 'E-Mail Alert' with radio buttons for 'Enable' and 'Disable' (selected), an 'E-Mail Alert Test' button, and input fields for 'To', 'Cc', 'From', and 'Subject'; and 'SMTP Setting' with input fields for 'SMTP Server', 'Username', and 'Password'. An 'Apply' button is located at the bottom right of the settings area. The footer states 'Copyright © 2010 Acer Inc. All Rights Reserved'.

acer Projector Gateway Web Management

ACER > Advance > Alert Setting

Console
Configure
Alert Setting
Logout

Alert Condition

- ☐ Fan Lock
- ☐ Lamp Fail
- ☐ Lamp Hours Running Out
- ☐ Projector Overheated
- ☐ Color Wheel Fail

E-Mail Alert

E-Mail Alert ☐ Enable ☒ Disable

To

Cc

From

Subject

SMTP Setting

SMTP Server

Username

Password

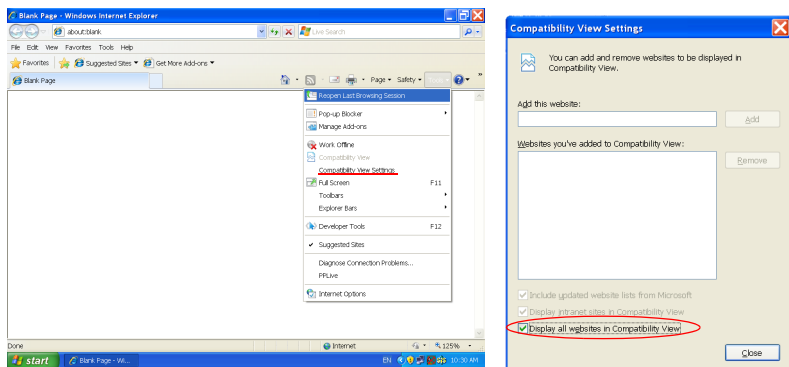
Copyright © 2010 Acer Inc. All Rights Reserved

Logout

Click **Logout** to return to the download page.

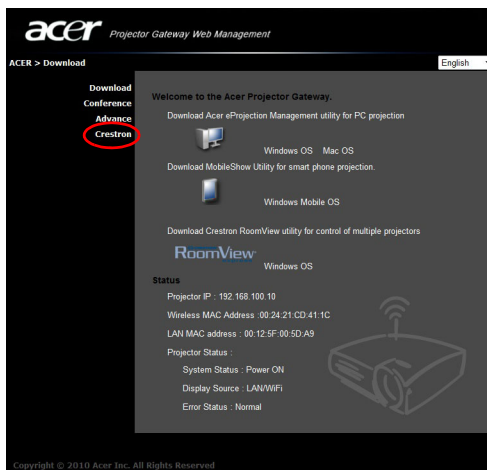


Note: If you are using Internet Explorer 8, please adjust the **Compatibility view settings** to make ensure correct display.



Crestron control tool

When you open your Internet browser, you will find a Crestron link on the Acer Projector Gateway Web Management main page. Tap the link to open an interactive Flash-based webpage.



Main page



You can control the projector from the easy-to-use interface, adjusting the volume; changing the source; and projector settings. For more information, please visit www.crestron.com and www.crestron.com/getroomview.

Tools

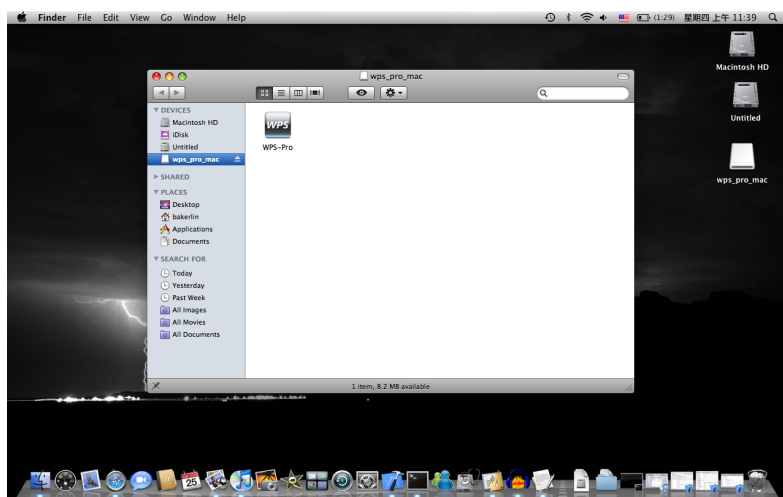
You can view projector IP information here, modify networking settings and set up a password if desired.

Info

You can find projector information easily on this page and add information to help you manage each projector.

Mac Utility for Mac OS

1 You can project a Mac screen via WPS-Pro.



- 2 Obtain the installation program from the CD or download from the main webpage. Please refer to **page 7**.
- 3 Make sure your personal firewall allows the WPS-Pro software to pass through. A WPS-Pro shortcut will be created on your desktop.

- 4 Enter the login code from the splash screen, please refer to **Check the information on the splash screen on page 5**, if required and click **OK** to start projecting.



- 5 The UI shown below will appear when you have connected to the projector and are projecting at 1024 x 768 resolution.



Compact and full user interface

Presentation mode









Icon	Description
	Project desktop screen to full-screen or split-screen.
	Full-screen projection.
	Project to Split #1.
	Project to Split #2.
	Project to Split #3.
	Project to Split #4.
	Pause projecting.
	Stop projecting.
	Zoom.
	Projector login code.
	While projecting, this icon blinks.

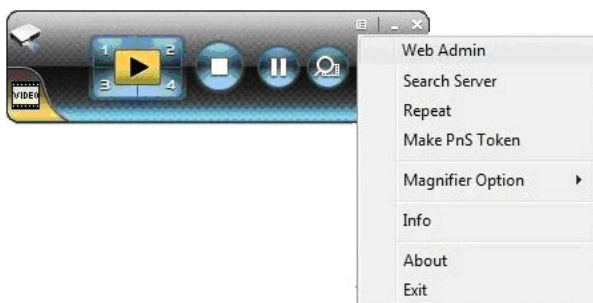
Video mode







Icon	Description
	Start playing video.

	Stop playing video.
	Open video file.
	Adjust volume.
	Volume level indicator.
	Video time bar.
	While playing video, this icon blinks.

About



Icon	Description
	Click  to open the function menu and select Web Admin to open the management web page. Please refer to Acer Projector Gateway Web Management on page 22 .
	Minimize the program
	Exit the program

Contact IT help

If you encounter any problems, you can use this message window in the upper-right corner of the page to communicate in real time with the Helpdesk.

The screenshot shows the Acer P5271i web interface. At the top, there is a navigation bar with 'Tools', 'Info', and 'Contact IT Help' links. The 'Contact IT Help' link is active, and a 'HELP DESK' window is open in the upper right corner, containing a text input field and a 'SEND' button. The main content area is divided into two columns: 'Projector Information' and 'Projector Status'. The 'Projector Information' column includes fields for Projector Name, Location, Firmware Version (V019), Mac address (00:12:5F:00:1E:34), Resolution (1920 x 1200), Lamp Hours (Lamp Hours), and Assigned To. The 'Projector Status' column includes fields for Power Status, Source (Network), Display Mode (Front Desk), Projection (Projector Position), ECO Mode (Economic), and Error Status (1/0:00). An 'Exit' button is located at the bottom center of the main content area. The Acer logo is in the top left, and the 'EXPANSION' logo is in the bottom left. The text 'Expansion Options' is in the bottom right.

Projector Information		Projector Status	
Projector Name		Power Status	
Location		Source	Network
Firmware Version	V019	Display Mode	Front Desk
Mac address	00:12:5F:00:1E:34	Projection	Projector Position
Resolution	1920 x 1200	ECO Mode	Economic
Lamp Hours	Lamp Hours	Error Status	1/0:00
Assigned To			

Exit

EXPANSION Expansion Options

Multimedia

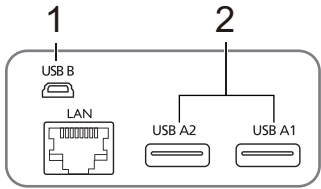
Introduction

The Acer multimedia support offers easier projection without a PC or multimedia player connected. Through USB type A slot, you can easily access PtG (please refer to **PtG on page 42**) and JPG photo files. This function is supported through the projector source **USB A**. Use the keypad or remote control to select the source.

Multimedia Features

- Fancy and stylish user interface for better experience.
- Supports USB memory stick via USB type A slot.
- Supports PowerPoint slideshow by PtG files and high resolution JPG photos playback.

Connecting a multimedia device to the projector

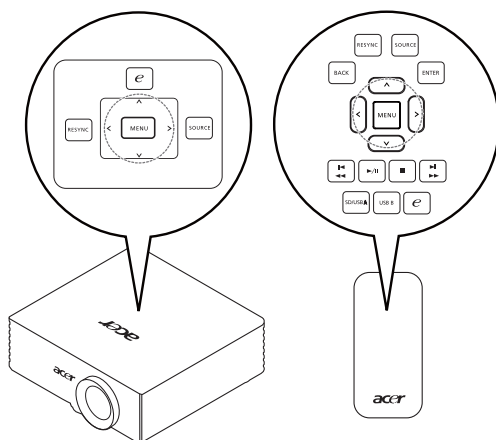


#	Component	Description
1	Mini USB	Project PC screen via mini USB (USB B).
2	USB Type A	Connects to U'USB Z Uq\ Xfj Y for multimedia playback.



-
- Note:**
- a. USB flash drive needs to be formatted using FAT32.
 - b. The USB flash drive may only have one logical partition.

Control panel and remote control



Icon	Component	Description
	RESYNC	Back or stop function in multimedia controls.
	SOURCE	Enter or play under certain control conditions.
	Back	Up one data folder level.
	Enter	Confirms item selection.
	MENU	Goes back or stops in multimedia controls.
⬅ ➡ ⬆ ⬇	Direction Keys	Press ⬆ or ⬇ to select items or control volume while playing media. Press ➡ for Enter or play function in most multimedia controls. Press ⬅ to go back in most multimedia controls.
⏮	Pre./Rewind	Goes to previous index or page in file list view.
⏭	Next/Fast forward	Goes to next index or page in file list view.
⏸/⏮	Play/Pause	Plays or pauses media playback.
■	Stop	Stops playing media file.
	SD/USB A	Changes source to USB A (no SD function).
	USB B	Changes source to USB B (please refer to Display over USB on page 45).
e	Empowering Key	Enter or play under certain control conditions.

Presentation to Go

If you sent the projector source to USB A, you will see the screen as shown below.



PtG

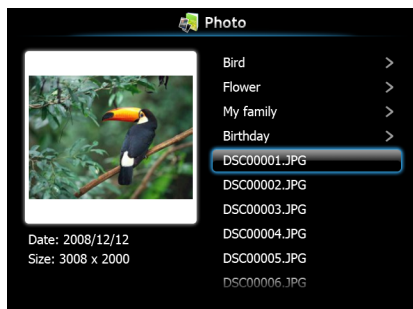
Click to access PtG files.

You can use PtG converter (please refer to **Using the PtG converter on page 21**) to convert files from PowerPoint format to PtG format, which allows you to project from a variety of devices while retaining all the effects of the PowerPoint file.

Photo

Click to display JPG files.

You can use the navigation keys to choose files from thumbnails or file listing. Press Enter or the Empowering Key to create a slideshow that displays photos using the full screen.





Note: The photo file size must be smaller than 10 MB, and the resolution under 8192 x 6144 pixels. Supports playback of JPG images with EXIF information.

Setup

Adjust display settings.

Remote Desktop

Introduction

Remote Desktop is a handy remote access feature which allows you to seamlessly control your computer from an Acer Projector when in the meeting room. You can operate your computer via the projector using the remote control via a standard USB keyboard and mouse.

Plug-and-play, supports all standard USB keyboards and mouses

It's easy to use a standard wireless or wired USB keyboard and mouse to fully control your computer from in front of the projector.

- 1 Turn on the Acer Projector.
- 2 Plug the USB keyboard/mouse receiver or wired USB keyboard or mouse into a free USB port on the Acer projector.
- 3 Connect the computer to the projector using Wireless or LAN, then execute Acer eProjection Management software to project the computer's screen.
- 4 The USB devices will be automatically detected, and you can control computer via Remote Desktop.



.....
Note: Remote Desktop is only supported for full-screen projection.

Display over USB

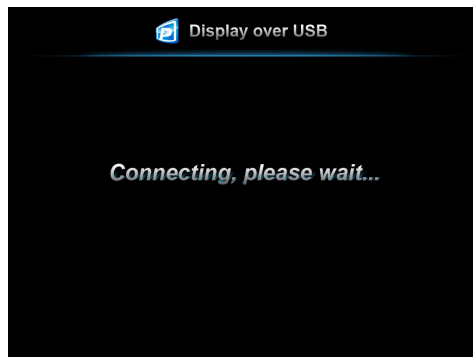
Introduction

Display over USB (DoUSB) projection is an easy-to-use function to project a computer's screen using a single USB cable (USB type A to mini USB) without needing any drivers.

If you unplug the USB cable, the projector will stop projecting and revert to standby status.

How to start DoUSB

- 1 Set the projector source to *USB B*. The screen below will be shown.



- 2 Connect the USB cable to the projector and computer: Plug the mini USB into the projector and type A USB into the computer.
- 3 Unplug the USB cable to stop DoUSB.



.....
Note: Only one computer can be connected at a time.

Support All PC Screen Resolutions

Through an auto-detecting and auto-adjusting/auto-stretching algorithm, all NB/PC screen resolutions can be supported and wirelessly projected.

- If the current resolution setting at the NB/PC side is smaller than the current projector resolution, APG will adjust the current NB/PC resolution to the optimum projection resolution in order to project the best image.
- If the current resolution settings of the NB/PC and projector are the same,

the same optimum projection resolution will be implemented.

- If the current resolution setting of the NB/PC is larger than the current projector resolution, APG will change the PC's resolution to match the projector for better performance.

Operating system compatibility

The DoUSB function is compatible with Microsoft Windows XP with Service Pack 2 and above, Windows Vista 32- and 64-bit, and Windows 7 32- and 64-bit.

Feature table

	Model name	S5201M/S5201B/S5301WM/ S5301WB	U5200/U5300W
LAN/WiFi I/O	WiFi	--	
	RJ45 Ethernet Jack	V	V
	Audio Out (Mini Jack)	--	--
	USB Type A	X2	X2
	USB Type B	X1	X1
	SD Card Slot	--	--
	Reset Button	--	--
	Status LED	--	--
	Antenna Jack	--	--
Features	Application (Network, PC & Mac)		
	(1) DoLAN : Ethernet projection	V	V
	(2) DoWiFi : WiFi projection	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(3) Quad-View (4-split screen)	V	V
	(4) HD video playback	--	--
	(5) SD video playback	--	--
	(6) PtG converter & viewer	V	V
	(7) Wireless security (WEP/ WPA/WPA2)	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(8) Remote desktop	V	V
	(9) CD-less installation	V	V
	(10) PnS Token	--	--
	(11) Make PnS Token via CD	V	V
	(12) Vista OS compliant (Upto Vista SP1 and above)	V	V
	(13) MAC OS (10.4/10.5 and above)	V	V
	(14) Windows 7 compliant	V	V
	Web-based Management Page (Network)		
	(1) Download page	V	V
	(2) Conference Control	V	V
	(3) Console (projector control & monitor)	V	V
	(4) Network setting	V	V
	(5) Crestron Flash link	V	V

Features	MobiShow (Network)		
	(1) Win Mobile V5 & above supported	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(2) Screen projection	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(3) Quad-View (4-split screen)	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(4) PtG function	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(5) Media sender	--	--
	(6) Photo viewer	V	V
	(7) iPhone supported	Yes (By USB WiFi dongle)	Yes (By USB WiFi dongle)
	(8) Android supported	V	V
	Crestron (Network)		
	(1) RoomView (App.) Control & Interactive messaging & Text broadcasting	V	V
	(2) Flash GUI (Web) Control & Interactive	V	V
	USB functionality		
	(1) DoUSB : projecting by USB type B	V	V
	(2) Remote Desktop(KB/ Mouse) by USB type A	V	V
	(3) HD video playback	--	--
	(4) JPEG Viewer	V	V
	(5) Presentation -to-go	V	V
Accessory	Remote Controller	V	V
	Wireless CD	V	V
	Wireless QG	V	V
	Detachable Antenna	--	--
	Wireless PnS(Plug and Show) Token	--	--

Troubleshooting

If you experience a problem with your Acer projector, refer to the following troubleshooting guide. If the problem persists, please contact your local reseller or service center.

Problems and Solution

#	Problem	Solution
1	The projector stops responding to all controls	If possible, turn off the projector, then unplug the power cord and wait at least 30 seconds before reconnecting power.
2	Lamp burns out or makes a popping sound	When the lamp reaches the end of its useful life, it will burn out and may make a loud popping sound. If this happens, the projector will not turn on until the lamp module has been replaced. To replace the lamp, follow the procedures in the Replacing the Lamp section of your projector's manual.
3	Image or projector problems	Please refer to the troubleshooting section in your projector's manual.
4	Unable to read the USB device	Please make sure the USB device is in good condition and properly inserted. Remember that the projectors do not support file formats other than FAT16/32.
5	USB drive fail	USB port does not support USB hub function and which power consumption is over 500mA.
6	Media file not found or can't be opened from the file list	Files that require a CODEC that is not supported won't be shown in the file list. Please check the list of media formats supported.

Frequently asked questions

- How do I configure the network?

Auto-Configuration Network Setup: The default setting of the APG is as a DHCP client. When the APG is connected to a LAN that already has a DHCP server present, the APG takes the IP address assigned to it by the server. When the APG is connected to a LAN that does not have a DHCP server, the APG becomes the DHCP server in the network.

- Why doesn't my device obtain an IP address automatically?

The device will ask for an IP address from your enterprise DHCP server while booting up, however, sometimes it might fail to obtain an IP address in complex network environments. The system will obtain the IP address again once there is another DHCP server detected or you can configure your device IP address via Network Setup from the web admin page.

- How do I reset the APG to the factory setting?

Press the reset button and press the power button for 20 seconds to reset to factory settings.

- What do I do if I'm not redirected to the APG's web page automatically?

1. Make sure you have connected to the APG.
2. Make sure your IP address is configured to **Obtain an IP address automatically** or you have entered the proper IP address.
3. Turn off the your Internet browser's proxy settings.

- What do I do if I can't enter the APG web page?

1. Make sure you have connected to the APG.
2. Make sure your IP address is configured as to **Obtain an IP address automatically** or you have entered the proper IP address.
3. Turn off the your Internet browser's proxy settings.
4. Open your browser again and you will be redirected to the APG's web page automatically, or you can enter the device IP manually.

- What can I do if I can't download the APG application?

1. Make sure you have connected to the APG.
2. Make sure your IP address is configured to **Obtain an IP address automatically** or you have entered the proper IP address.
3. Turn off the your Internet browser's proxy settings.
4. Open your browser again and you will be redirected to the APG's web automatically, or you can enter the device IP manually.
5. Download the application as required.

- Should I install the application again after upgrading the firmware?

Yes. Download and install the application again.

- What should I check for if I can't find the APG?

Is the PC connected to the APG?

Are there any personal firewalls enabled?

Due to your network or firewall settings, the client application may not be able to connect to the projector server. Please make sure the settings allow the application to be able to communicate with the server.

To enable wireless projection, your personal firewall needs to allow the APG application to pass through.

Due to your firewall settings, the client application may not be able to establish a connection for video streaming. Please make sure the firewall settings allow the application to communicate with the server (inbound TCP port: 1041).

- What are the possible connection combinations?

APG connection	System	Projector	Internet	Remark
WLAN	WLAN	V	X	192.168.100.10
WLAN	WLAN + Wired	V	V	192.168.100.10 Please execute the application first if you need to access the Internet.
WLAN + Wired	WLAN	V	V	By LAN DHCP address Please enter the IP address on the welcome screen.
WLAN + Wired	WLAN + Wired	V	V	By LAN DHCP address Please enter the IP address on the welcome screen.
Wired	Wired	V	V	By LAN DHCP address Please enter the IP address on the welcome screen.
Wired	Other access point	V	V	By LAN DHCP address Please enter the IP address on the welcome screen.

- How do I register the APG on the firewall exceptions list for Windows XP SP2?
 1. Click **Start > Control Panel**.
 2. Click **Security Center > Windows Firewall** when the **Control Panel** window opens.
 3. Click the **Exceptions** tab and then **Add Program...** when the **Windows Firewall** window opens.
 4. Click **Acer Projector Gateway** to allow connection with external devices under **Programs** when the **Add a Program** window opens.
- What is the Gatekeeper?

The Gatekeeper is designed to ensure enterprise network security for the APG.

All Block blocks guest users from wireless access to the office LAN.

All Allow allows guest users to access the wireless office LAN.

Internet Only allows guest users to use the Internet wirelessly, while restricting access to the Intranet.

- Can I use wireless and wired connections simultaneously?

If you have a wired Internet connection connected to the APG, it will obtain an IP address automatically and allow wireless connectivity simultaneously.

You have to configure the Gatekeeper setting to All Pass or Internet Only.

- Why is the wireless transfer rate slow?

The transfer rate may be slower in some operating environments (depending on factors such as the location, distance or radio signals).

- Does the APG support audio projection while presenting?

No, APG can only project your PC's screen without audio.

- What should I do if the display isn't smooth?

Try setting the resolution to 1024 x 768 for improved performance.

- Why is my presentation sluggish while presenting with the projector?

If your PC screen resolution is different to the device resolution, stretching the screen data will require additional computing power which might cause your PC to seem a little sluggish.

- Which video formats are supported?

MPEG1; MPEG2; MPEG4; WMV9; AVI; DivX 3.11, 4x, 5x; XviD; ASF; VOB (without encryption)

- Video playback is not smooth.

The wireless transfer rate may be too slow or the video resolution may be too high. Typically, the APG can support QCIF, CIF, 480P, 576P, 720P and 1080i resolution with full speed under optimum wireless environments.

- I get the error message *Cannot play this file. This file may be damaged.*

This error message appears when the file cannot be played due to possible data corruption.

- Why doesn't WPA2 work even after I enter the right password?

Check your operating system. Windows Vista supports WPA2, but Windows XP doesn't support WPA2. You can solve this problem by installing the hotfix available from support.microsoft.com/kb/893357/en-us/, or by upgrading to Windows XP SP3 (Service pack 3).